



American Dental Education Association
2019 ADEA Sections on Business and Financial Administration
and Clinic Administration Meeting (ADEA BFACA)
October 16–19, 2019
Hyatt Regency Minneapolis
Minneapolis, MN

Meeting Agenda

Wednesday, October 16

- 11:00 a.m. – 3:00 p.m. **Corporate Sponsor Set-up for Corporate Meet & Greet**
- 1:00 – 2:00 p.m. **ADEA BFACA Planning Committee Meeting**
This meeting is for members of the 2019 ADEA BFACA Planning Committee only.
- 4:00 – 6:00 p.m. **Registration and Information**
- 4:00 – 6:00 p.m. **Corporate Meet & Greet and Welcome Reception**
Don't miss the opening reception for a networking opportunity with our corporate sponsors.
- 6:00 p.m. **Dinner on Your Own—or Join a Colleague**

Thursday, October 17

- 7:00 a.m. – 2:00 p.m. **Registration and Information**
- 7:30 – 9:00 a.m. **First-time Attendees Orientation and Breakfast**
Is this your first time attending the ADEA BFACA Meeting? Join us for this special session for first-time attendees. This session will provide you with information and best practices to help you make the most out of your time at the meeting.
- 8:00 – 9:00 a.m. **Networking Breakfast**
- 9:00 – 10:30 a.m. **Keynote Address: Becoming More Effective and Attentive in the Modern Workplace**
Sponsored in part by KaVo Kerr – Consumables and KaVo Kerr – Equipment
- Srinivas Rao, M.B.A., Founder/Chief Creative Instigator, Unmistakable Media

Our attention is something we have in limited supply, but we spend it as if the supply is infinite, shifting it from one stimulus to another—clicking, scrolling, surfing and responding until we’ve depleted it. Between emails, text messages and social media, modern knowledge workers have to navigate a minefield of distractions that prevent them from being effective and productive. We wonder why we can’t get anything done, when we’ve used up the very currency that makes our accomplishments possible. In this session, participants will learn effective methods to train their attention spans. By leveraging the power of behavioral psychology, attendees will learn how to develop a mindful and deliberate relationship with technology that increases their productivity and ignites their creativity.

Learning Objectives

- Identify practices from behavioral psychology to initiate behavior change.
- Define strategies to become more productive, attentive, and creative.
- Apply techniques for effectively using technology to increase attention span in the workplace.
- Develop habits into systems that increase output and productivity.

10:30 – 10:45 a.m.

Networking Break

10:45 – 11:15 a.m.

A Team Approach for Implementing Digital Dentistry in an Education Environment

Marina Black, M.B.A., RDA, Director, Clinical IS and Financial Operations, Loma Linda University School of Dentistry

John Won, D.D.S., M.S., FACP, Head, Division of General Dentistry, Loma Linda University School of Dentistry

Jessica Kim, D.D.S., Director, Assistant Professor, Hugh Love Center for Research and Education in Technology

Jonathan Williams, Director, Dental Computer Services

Implementing digital dentistry into an educational institution presents many challenges. A key to making a successful program is collaboration among members from various parts of the school, including Business and Finance, Clinic Administration, Information Technology (IT) and Clinical Education. This presentation will help the audience identify the key characteristics of the team leading this charge, to recognize that IT plays an essential role in this process, and to understand how the electronic health record must be modified to implement a successful program.

Learning Objectives

- Explain the institutional decision-making process from a team-based perspective.
- Identify the IT infrastructure and support systems required.
- Describe the integration of the digital workflows into the electronic health record.

11:15 a.m. – 12:15 p.m. **ADEA BFACA Members' Forum**

12:15 – 1:30 p.m. **Networking Lunch and Table Topics**
Sponsored by The Procter & Gamble Company

1:30 – 4:30 p.m. **Tour: University of Minnesota School of Dentistry**
Transportation will be provided.

1:30 – 4:30 p.m. **Network With Colleagues**

Use this time to develop and activate relationships to increase your business, enhance your knowledge, expand your sphere of influence and shape the BFACA and dental education community.

5:00 – 7:00 p.m. **Sponsored Networking Reception and Dinner**
Co-Sponsored by A-dec and Hu-Friedy Manufacturing Co., LLC

Join us at Pinstripes, a unique dining and entertainment venue featuring a bistro with exceptional Italian/American cuisine, bowling and bocce, and a year-round outdoor patio and fire pit. Round-trip transportation will be provided.

Friday, October 18

7:30 – 3:30 p.m. **Registration**

8:00 – 9:00 a.m. **Networking Breakfast**

9:00 – 9:45 a.m. **Sidewalks and Paths: Clinic Process Mining**

Gregory Olson, D.D.S., M.S., Chair and Professor of Pediatric Dentistry, University of Texas School of Dentistry at Houston

Udochukwu Oyoyo, M.P.H., Assistant Professor, Dental Education Services, Loma Linda University School of Dentistry

Efficiency, calibration, quality assessment and safety ring in the ears of every clinic administrator. Furthermore, with shrinking margins comes increased pressure to understand the processes within clinical education and patient care. With the prevalence of electronic data, a relatively new analytic-process mining can provide insight useful for those who manage clinical education. This presentation is an introduction to the potential of process mining analysis.

Learning Objectives

- Define process mining and related components.
- Describe findings from an example of process mining, then create additional questions for further exploration.
- Develop and apply a basic query structure necessary to perform a process mining analysis.

9:45 – 10:30 a.m. **Practice Management Successes: From Classroom to Clinic to Practice**

Kim Capehart, D.D.S., Dental College of Georgia at Augusta University

Alexander Carroll, D.D.S., M.B.A., M.H.S.M., Associate Dean for Clinical Education, Midwestern University College of Dental Medicine-Arizona

This presentation will outline a robust practice management curriculum that starts in the first quarter of the D1 year. The curriculum progressively teaches students the skills necessary to successfully transition into the clinic setting and apply the theoretical principles. Using the building blocks from the D1, D2 and D3 year curriculum, students are prepared to lead their own professional teams and have all the tools necessary, if desired, to run their own private practices.

Learning Objectives

- Describe common issues for dental students concerning practice management.
- Apply techniques to better educate dental students.
- Describe techniques to transition recent graduates to be successful leaders in the health care team.

10:30 – 10:45 a.m. **Networking Break**

10:45 – 11:15 a.m. **Effective Communication in Dental Education Through Technology and Teledentistry**

Sandra Phillips, M.P.A., Director of Clinic Operations, University of Washington School of Dentistry

Amy Kim, D.D.S., Associate Director for Regional Initiatives in Dental Education, University of Washington School of Dentistry

Some people seem to have a “magic touch” that enables them to become effective communicators, inspiring their patients, team members, friends and family. Actually, there is no magic involved—the secret weapon is a simple skill set that can be developed by anyone who is motivated! This interactive, energizing approach toward interpersonal communication skills development will help improve teamwork and patient satisfaction. It is designed to provide participants with fresh insights and tangible tools to create win-win outcomes in both straightforward and difficult interpersonal settings. With over 10 years of experience in designing implementing a distance learning program, we will share lessons learned and best practices for use through technology, including teledentistry, teleconferencing and other approaches for enhanced communication modalities for dental education.

Learning Objectives

- Identify and describe the four communication styles presented; and adapt your personal style for effective communication.
- Identify and explore novel methods of communication technological advances, and inclusion into current dental education model.
- Recall and apply the strengths and diversity of each communication style to enhance team effectiveness.

11:15 – 11:45 a.m.

The Good, the Bad, and the Data

Alexander Lee, D.M.D., Associate Professor and Coordinator of Dental Informatics, Western University of Health Sciences College of Dental Medicine

Dental administrators are enamored with dashboard technology because it is user friendly, provides real-time information and can be customized. Dashboards are powered by data, and data gathering, collation, and securing are complex, intense tasks. When the individuals using the dashboards are not the individuals curating the data, communication gaps form and expectations are not met. This presentation will demonstrate how dental administrators can overcome these gaps by attaining a cursory understanding of data, critically assessing the questions to assure they are answerable and providing clear guidance so data specialists are put in positions in which they can succeed.

Learning Objectives

- Describe the processes that power dashboards.
- Recognize useful traits in datasets for dashboards.
- Identify ways to improve communication and expectations with data specialists.

11:45 am. – 12:15 p.m. **Measuring the Future: Data and Analytics in Value-based Payment and Interprofessional Practice**

Eric Tranby, M.A., Ph.D., Manager of Data and Impact in the Analytics and Evaluation Team, DentaQuest Partnership for Oral Health Advancement

The oral health industry is in the midst of reforming care delivery and payment models to improve outcomes and reduce costs. Over the last several years, the medical field has moved toward an integrated and value-based care reimbursement model, and dentistry is starting to follow suit. Traditional dental care incentivizes high-cost, complex procedures, focuses on volume and treating dental disease after it occurs and limits interaction with other health care disciplines. In contrast, value-based oral health care emphasizes prevention- focused and risk-based care, incentivizes providers to keep patients healthy and offers incentives for medical-dental integration. The intelligent use of data, analytics and health information technology is key to successfully managing the transition into this new paradigm. Relevant to the discussion of student assessment transformation, this session will

focus on how providers and health care administrators can use data from their practice and other sources to improve care for patients and maintain the financial sustainability of their dental program.

Learning Objectives

- Describe the difference between traditional dental care and value-based dental care.
- Explain how risk stratification impacts financial sustainability.
- Identify opportunities for the use of data analytics to reduce costs and improve patient outcome.

12:15 – 1:15 p.m.

Networking Lunch

1:15 – 2:45 p.m.

Afternoon Concurrent Breakout Sessions

Participants will select one session to attend from each time block. There will be a five-minute break between each round to allow time for transition.

- Round 1: 1:15 – 1:45 p.m.
- Round 2: 1:45 – 2:15 p.m.
- Round 3: 2:15 – 2:45 p.m.

1:15 – 1:45 p.m.

OPTION 1: Business and Financial Administration Track: Haptic Technology and the Bottom Line

Richard Callan, D.M.D., Ed.D., Professor and the Chair of the Department of General Dentistry in the Dental College of Georgia at Augusta University.

Kevin W. Cain, Ph.D., M.B.A., C.M.A., Associate Dean for Finance & Strategy, University of North Carolina at Chapel Hill Adams School of Dentistry

Haptic Simulation is a developing technology that has been introduced and integrated into dental education over the past decade. Many dental schools have incorporated the use of virtual technology into the pre-clinical courses to enhance the conventional simulation component of their curriculum. This presentation will investigate how different schools have implemented this technology and present additional insight as to the impact this technology might have on the bottom line of schools that take full advantage of its potential.

Learning Objectives

- Participants will better understand the benefits of integrating haptic technology into their curriculum.
- Participants will know how to positively influence the bottom line of their institution through proper implementation of haptic technology.
- Participants will learn the ways other institutions have implemented haptic technology into their pre-clinical curriculum.

OPTION 2: Clinical Administration Track: Chart Audit Automation

Robin Reinke, D.D.S., M.P.A., Assistant Dean for Clinical Services,
University of Nevada, Las Vegas, School of Dental Medicine

The University of Nevada, Las Vegas, School of Dental Medicine recently developed and implemented an EHR-produced (axiUm) chart audit report that students and faculty can use to assess compliance with various parameters of patient management. Ongoing customization of the report and ability to mine data will help track students' progress in managing patients and following policies/protocols as well as patient outcomes.

Learning Objectives

- Identify items to be reported in a chart audit.
- Summarize how various chart audit configurations help students with patient management.
- Identify a method of reporting chart audit information in a searchable medium.

1:45 – 2:15 p.m.

OPTION 1: Business and Financial Administration Track: The Utilization of axiUm to Support Clinical Enterprise Analysis of Key Metrics for Patient Volume, Revenue and Capacity

Gary Guest, D.D.S., Associate Dean for Patient Care, UT Health San
Antonio School of Dentistry

In today's dental academia environment, clinical care enterprises have had to transform themselves from a business perspective. There are now too many competing entities for every dollar expended. Effective management depends on having the right information at the right time, in the right hands, and the ability to act on it. This presentation will discuss one institution's perspective on these issues and promote dialog upon conclusion. Components of the presentation include driving factors, data needs to support enterprise analysis and transforming data analysis into action.

Learning Objectives

- Summarize quality improvement principles application to clinical operations.
- Describe several key volume data measurements for dental clinic performance.
- Identify potential mechanisms to develop actions for improvement in revenue and capacity.

OPTION 2: Clinic Administration Track: Development of a Student Dashboard in axiUm

Susan Rowan, D.D.S., Associate Dean for Clinical Affairs, University of Illinois at Chicago College of Dentistry

Nish Shivnani, Director of Health Informatics and Technology, University of Illinois at Chicago College of Dentistry

The presentation will describe the process of creating measurable clinical and practice management objectives for students in a dental education program. The presenter will discuss the clinical aspects of measuring essential experiences in varied disciplines of patient care and the implementation design process. The electronic health record specialist will present the logistics relative to creating a dashboard and the reports that can be generated. Participants will share the measures their institutions include in student assessment, which will be used via web-based technologies.

Learning Objectives

- Identify five key areas for patient management and patient treatment activities.
- Describe the process for developing a student dashboard within an electronic health record system.
- Explain the value of dashboard reports in support of student self-evaluation and faculty assessment.

2:15 – 2:45 p.m.

OPTION 1: Business and Financial Administration Track: Transforming Person-Centered Care With Utilization of a Social Worker

Kristen Flick, M.S.W., Social Worker, The University of Iowa College of Dentistry & Dental Clinics

Hiring a social worker has been instrumental in advancing interdisciplinary collaboration and expanding person-centered care as patient populations shift. Learning to identify and remedy social barriers to care expands the skill sets of students and providers, allows them to connect people to dental treatment and fills students' patient chairs. This seminar will outline how the social work position began, the main activities of the social worker and cases in which dental care was made possible by facilitation of resources and collaboration with a social worker.

Learning Objectives

- Describe how to incorporate social work participation into interprofessional collaborative practice to improve person-centered care in dental schools.

- Identify and link patients' barriers to care and resources to improve provider advocacy for patients and families.
- Explain how to facilitate social work collaboration in dental education to fill patient chairs and increase student experiences.

OPTION 2: Clinic Administration Track: eRx: Our Journey

O. Fields Farior, D.M.D., M.S., University of New England College of Dental Medicine

This presentation will explore the process of implementing eRx at the University of New England College of Dental Medicine. It will highlight the obstacles met through this process and how they were overcome. Additionally, participants will see how this implementation has influenced the prescribing habits within the college's Oral Health Center.

Learning Objectives

- Recognize difficulties that may arise for the implementation of eRx in attendees home institution.
- Identify possible mechanisms of overcoming obstacles to implementation.
- Relate effects this system can have on clinical decision-making.

2:45 – 3:15 p.m.

Small Group Discussions: Ask the Presenter

During the small group breakouts, attendees can further discuss and share their experiences about one topic of their choice.

3:15 – 3:45 p.m.

Get Involved With ADEA BFACA

Every successful organization requires an active membership to achieve its goals. While not everyone can fill an officer role, service in such a position is a wonderful way to get more involved, work with a great group of BFACA officers and ADEA staff, have a direct voice in the organizational activities of the section (such as planning the annual meeting) and give back in return for those who led before us. If you think you would like to serve as an officer, or are just curious about what's involved, please join the current BFACA leadership team for a brief discussion about how to take the next step in influencing the direction of dental education. The rewards far outweigh the investment of time and effort.

3:45 – 4:30 p.m.

Network With Colleagues

Use this time to develop and activate relationships to increase your business, enhance your knowledge, expand your sphere of influence and shape the BFACA and dental education community.

Dinner on Your Own—or Join a Colleague

Saturday, October 19

7:30 – 8:30 a.m. **Networking Breakfast**

8:30 – 8:45 a.m. **Welcome**

8:45 – 10:45 a.m. **Deans Panel: Keeping Pace With New Technology**

Moderator

Linda Wells, D.M.D., M.B.A., Associate Dean for Clinical Programs and Associate Professor, University of Missouri-Kansas City School of Dentistry

Panelists

Gary C. Anderson, D.D.S., Dean, University of Minnesota School of Dentistry

P. Bradford Smith, D.D.S., Dean, Midwestern University College of Dental Medicine-Arizona

John Valenza, D.D.S., Dean, University of Texas School of Dentistry at Houston

Advances in dental technologies keep moving at a fast pace in the private practice world. Dental schools constantly balance a desire to incorporate technologies within a uniquely complex environment often challenged by funding, implementation, patient care and educational requirements. The use of varied technologies in dental schools varies widely, both in the types of technologies and their incorporation within the curriculum, and ultimately, its measure of success.

Learning Objectives

- Identify the goals of acquiring and maintaining new technology in dental education as a mission and objective of a dental program.
- Describe the challenges of funding, implementing and maintaining technology.
- Define financial models and strategic alliances that aide in a school's commitment to incorporating new technology.
- Describe potential challenges that future leaders in dental education may face.

10:45 a.m. **Synthesis and Wrap-up**

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